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Docket No. AUS92001826US1 Serial No. 10/015,264 Atty: AJP

Applicant: BROWN ET AL

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| <input checked="" type="checkbox"/> Transmittal Letter | <input checked="" type="checkbox"/> Certificate of Facsimile |
| <input checked="" type="checkbox"/> Amendment | <input type="checkbox"/> Notice of Appeal |
| <input type="checkbox"/> Amendment AF | <input type="checkbox"/> Appeal Brief (3 copies) |
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Deposit Acct. No. 09-0447

Fees: Amendment X Notice of Appeal _____ Appeal Brief _____ Other _____

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

| | | |
|--|------------------------|---------------------|
| (to be used for all correspondence after initial filing) | Application Number | 10/015,264 |
| | Filing Date | 12/12/2001 |
| | First Named Inventor | Michael Wayne Brown |
| | Art Unit | 2642 |
| | Examiner Name | Ubiles, Marie C |
| Total Number of Pages in This Submission | Attorney Docket Number | AUS920010826US1 |

ENCLOSURES (Check all that apply)

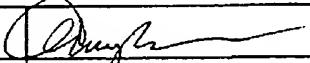
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| <input type="checkbox"/> Fee Transmittal Form | <input type="checkbox"/> Drawing(s) | <input type="checkbox"/> After Allowance Communication to TC |
| <input type="checkbox"/> Fee Attached | <input type="checkbox"/> Licensing-related Papers | <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences |
| <input checked="" type="checkbox"/> Amendment/Reply | <input type="checkbox"/> Petition | <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) |
| <input type="checkbox"/> After Final | <input type="checkbox"/> Petition to Convert to a Provisional Application | <input type="checkbox"/> Proprietary Information |
| <input type="checkbox"/> Affidavits/declaration(s) | <input type="checkbox"/> Power of Attorney, Revocation | <input type="checkbox"/> Status Letter |
| <input type="checkbox"/> Extension of Time Request | <input type="checkbox"/> Change of Correspondence Address | <input type="checkbox"/> Other Enclosure(s) (please identify below): |
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| <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application | <input type="checkbox"/> Landscape Table on CD | |
| <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53 | | |
| Remarks | | |
| The Commissioner is authorized to charge payment of any necessary fees or credit any overpayments to deposit account 09-0447 | | |
| The amendment is a preliminary amendment under 37 CFR 1.115. | | |

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

| | | | |
|--------------|---|----------|--------|
| Firm Name | Amy J. Pattillo | | |
| Signature |  | | |
| Printed name | Amy J. Pattillo | | |
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Date 4/15/2005 4/15/05

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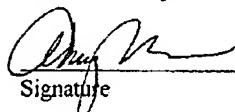
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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|--|--|
| In re application of Michael Wayne Brown, et al. Serial No.: 10/015,264 Confirmation Number: 1742 Filed: 12/12/2001 Title: PROMOTING CALLER VOICE BROWSING IN A HOLD QUEUE | : Before the Examiner: : Marie C. Ubiles : Group Art Unit: 2642 : Intellectual Property Law Department : International Business Machines Corp. : 11400 Burnet Road : Austin, Texas 78758 |
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REPLY AND AMENDMENT UNDER 37 C.F.R. § 1.111

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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AUS920010826US1

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10/015,264

A. INTRODUCTORY COMMENTS

Responsive to the Office Action of January 21, 2005, Applicants respectfully request reconsideration of the outstanding rejections and reexamination of the present application in light of the following amendments and remarks. In addition, Applicants note the Examiner's call on September 3, 2004 to discuss an interview date and appreciate the Examiner's willingness to schedule a more timely interview following the receipt of this paper.

Amendments to the Specification begin on page 3.

Amendments to the Claims begin on page 4.

Arguments begin on page 21.